

Guidelines for Establishing Management System Development Team

Purpose - Provide senior level expertise to define the scope of the management system (MS) and plan for reengineering including development of an implementation plan and schedule.

Objectives:

- Review and validate requirements mapped to the MS to determine scope
- Identify subject areas and to the extent possible, potential implementing procedures for each subject area
- Identify specific roles and responsibilities pertaining to the MS
- Identify key services/products provided by the MS
- Identify key service and other inputs required by the MS to operate
- Identify interdependencies with other MSs
- Develop an implementation plan and schedule to complete all reengineering activities of the MS
- Identify lead SMEs to support reengineering of each subject area

Team Members

- **Management System Owner (MSO)/Point-of-Contact (POC)** - provide technical leadership
- **Subject Matter Experts (SMEs)** - provide expertise in functional/technical areas and interrelationships with other systems/functions (e.g., CH, OR, SC Staff Offices, non-SC technical organizations).
- **User Representatives** - provide perspective of user in defining scope of MS (e.g., SC Program and Site Offices)
- **Facilitator** - provided by Integrated Project Team for duration of MS reengineering to structure development session, mediate differences of opinion and guide discussions to achieve objectives
- **Technical Support** - provided by Integrated Project Team to take notes and produce MSD and other documents in conjunction with MSO/POC

General Characteristics of Team/Members

- Small, focused team representing a cross section of SC to facilitate decision making (MSO/POC; SMEs - CH/OR/HQ; Site Office Manager; HQ Program Manager)
- Senior Managers (division director level or above) with authority to make decisions
- Managers with broad understanding of MS functions
- Managers willing to challenge the status quo and promote change